Getting started

Symantec AntiVirus™ Corporate Edition 8.1 for Workstations and Network Servers

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Symantec AntiVirus Corporate Edition provides virus protection for workstations and network servers. The Symantec System Center is the central management console. You can establish and enforce virus protection policies, manage virus definitions files updates, control live viruses, manage virus protection for groups of computers by initiating and scheduling scans and setting realtime protection, and review scan, virus detection, and event history.

If you are upgrading from Norton AntiVirus Corporate Edition, see "What's new in this release" on page 9.

The main components are:

- **Symantec System Center:** This management console lets you centrally manage computers running Symantec AntiVirus Corporate Edition, roll out virus protection, update virus definitions, manage Central Quarantine, and manage alert forwarding.
- **Symantec AntiVirus Corporate Edition server:** This software manages other Symantec AntiVirus Corporate Edition servers and clients. The Symantec AntiVirus Corporate Edition server also provides antivirus protection for the computer on which it is running.
- **Symantec AntiVirus Corporate Edition client:** This software provides antivirus protection for the computer on which it is running. The Symantec AntiVirus Corporate Edition client includes features that allow you to manage and update it through its parent Symantec AntiVirus Corporate Edition server, and to send alerts.
- **Symantec Central Quarantine:** Provides automated response to heuristically detected new or unrecognized viruses. Infected items are isolated on servers and desktops and forwarded to Central Quarantine. The Central Quarantine transports the infection information to Symantec Security Response (formerly known as Symantec AntiVirus Research Center), which develops and returns updated virus definitions.
- **Symantec Packager:** This tool lets you create, modify, and deploy your own custom installation packages.

System Requirements

This section includes system requirements for the main Symantec AntiVirus Corporate Edition components. See the *Symantec AntiVirus Corporate Edition Installation Guide* for system requirements for other components.

Symantec System Center

Install the Symantec System Center console to as many computers as you need to manage Symantec AntiVirus Corporate Edition on your network. The Symantec System Center requires the following:

- 159 MB disk space with the following components installed:
  - Symantec System Center required files: 10 MB
  - Alert Management System Console: 10 MB
    Required only to manage AMS^2 alerts. Notifications can be communicated via pagers, email, and other means.
  - Symantec AntiVirus Snap-in: 5 MB
    Required to centrally manage antivirus protection.
  - Symantec Client Firewall Snap-in: 2 MB
    Symantec Client Firewall clients are not included with Symantec AntiVirus Corporate Edition. You need not install this snap-in.
  - AV Server Rollout Tool: 130 MB
    Adds the ability to push the server installation to remote computers. This tool is also available on the CD.
  - NT Client Install Tool: 2 MB
    Adds the ability to push the Symantec AntiVirus Corporate Edition client installation to remote 32-bit Windows NT/2000/XP/2003 computers. This tool is also available on the CD.
- 64 MB RAM
- Windows NT 4.0 Workstation and Server with Service Pack 6a; Windows 2000 Professional, Server, Advanced Server; Windows XP Professional
- Internet Explorer 5.5 with Service Pack 2
- Microsoft Management Console version 1.2: If MMC is not already installed, you will need 3 MB free disk space (10 MB during installation)

Note: If Microsoft Management Console version 1.2 is not on the computer to which you are installing, the installation program will install it.

- Intel Pentium processor (Pentium II or higher recommended)
- IP and IPX protocols to match the protocols running on the Symantec AntiVirus Corporate Edition servers that you manage from this computer

If you are using the Central Quarantine, you must also install the Quarantine Console to the same computer as the Symantec System Center. See "Central Quarantine" on page 3.

Symantec AntiVirus Corporate Edition server and Microsoft Windows

Install Symantec AntiVirus Corporate Edition server only to 32-bit Windows computers that must manage other Symantec AntiVirus Corporate Edition servers and clients. Symantec AntiVirus Corporate Edition server is not supported on 64-bit computers. Symantec AntiVirus Corporate Edition server requires the following:

- Windows NT 4.0 Workstation, Server, and Terminal Server Edition with Service Pack 6a or later; Windows 2000 Professional, Server, Advanced Server; Windows XP Professional; Windows Server 2003 Web, Standard, Enterprise, Datacenter
- 32 MB RAM (64 MB or higher recommended)
- 111 MB disk space (65 MB disk space for Symantec AntiVirus Corporate Edition server files and 46 MB disk space for the Symantec AntiVirus Corporate Edition client disk image)
- 15 MB disk space for AMS^2 server files (if you choose to install AMS^2 server)
- Intel Pentium processor (Pentium II or higher recommended)
- Static IP address (recommended)

Note: Symantec AntiVirus Corporate Edition does not support the scanning of Macintosh volumes on Windows servers for Macintosh viruses.

Symantec AntiVirus Corporate Edition server and Novell NetWare

Install Symantec AntiVirus server to all NetWare servers. Symantec AntiVirus server requires the following:

- NetWare 5.x/6 with Service Pack 1
- 15 MB RAM (above the standard NetWare RAM requirements) for antivirus protection NLMs
- 116 MB disk space (70 MB disk space for Symantec AntiVirus Corporate Edition server files and 46 MB disk space for the Symantec AntiVirus Corporate Edition client disk image)
- 20 MB disk space for AMS^2 server files (if you choose to install AMS^2 server)
- Intel Pentium processor (Pentium II or higher recommended); SFT-III is not supported
- Static IP address (recommended)

NetWare 3.12, 3.2, 4.11, or 4.2 computers are protected by the legacy Norton AntiVirus Corporate Edition 7.61 Server program. See the legacy.pdf file on your Symantec AntiVirus Legacy Solutions CD for system requirements and installation information.

Symantec AntiVirus Corporate Edition client

Install Symantec AntiVirus Corporate Edition client to protect network servers, workstations, and non-networked computers that meet the following requirements:

- Windows 98, 98 SE, Me; Windows NT 4.0 Workstation, Server, Terminal Server Edition with Service Pack 6a; Windows 2000 Professional, Server, Advanced Server; Windows XP Home, Professional; Windows Server 2003 Web, Standard, Enterprise, Datacenter; Windows XP 64-bit Edition Version 2003; Windows Server 2003 Enterprise 64-bit Edition, Datacenter 64-bit Edition
- 32 MB RAM minimum
- 45 MB disk space (80 MB for 64-bit computers)
- Intel Pentium processor (Pentium II or higher recommended for 32-bit; Itanium 2 required for 64-bit)

Terminal Server clients connecting to a computer running Symantec AntiVirus must have the following additional requirements:

- Microsoft Terminal Server RDP (Remote Desktop Protocol) client
- Citrix Metaframe (ICA) client 1.8 or later

Windows 95 computers are protected by the legacy Norton AntiVirus Corporate Edition 7.61 Client program. See the legacy.pdf file on your Symantec AntiVirus Legacy Solutions CD.

Macintosh computers are protected by the Norton AntiVirus for Macintosh client. See the Readme file in the NAVMAC folder on your Symantec AntiVirus Legacy Solutions CD.

OS/2 computers are protected by the Norton AntiVirus for OS/2 client. See the Readme file in the NAVOS2 folder on your Symantec AntiVirus Legacy Solutions CD.

Central Quarantine

The Quarantine Console must be installed to a computer to which you've installed the Symantec System Center. The following requirements are in addition to the base Symantec System Center requirements:

- 35 MB disk space
- 64 MB RAM

Quarantine Server may be installed to any computer on your network that meets the following requirements:

- Windows NT 4.0 Workstation and Server with Service Pack 6a; Windows 2000 Professional, Server, Advanced Server; Windows XP Professional; Windows Server 2003 Web, Standard, Enterprise, Datacenter
- 128 MB RAM
- Minimum swap file size of 250 MB

- 40 MB disk space, 500 MB to 4 GB disk space recommended for quarantined items
- Internet Explorer 5.5 with Service Pack 2
- Intel Pentium processor (Pentium II or higher recommended)

Note: If you are running Windows Me/XP, system disk space usage is increased if the System Restore functionality is enabled. Consult the Microsoft operating system documentation for information about the System Restore functionality.

Symantec Packager

Install Symantec Packager to computers from which you want to create and deploy installation packages to 32-bit computers. Symantec Packager has the following system requirements:

- Windows NT Workstation 4.0/Server 4.0 with Service Pack 6a; Windows 2000 Professional/Server with Service Pack 2; Windows XP Professional
- Microsoft Internet Explorer 5.5 or later
- Windows Installer 2.0

  If Windows Installer 2.0 is not present, Symantec Packager installs it during installation.
- Pentium II 300 processor (or faster)
- 64 MB RAM (128 MB recommended)
- 60 MB disk space
- CD-ROM or DVD-ROM drive

Installation package requirements

Packages that you create using Symantec Packager can be installed on 32-bit computers running Windows 98; Windows Millennium Edition (Me); Windows NT 4.0 with Service Pack 6a; Windows 2000; and Windows XP Home Edition/Professional Edition. Symantec Packager is not supported on 64-bit computers.

The Package Deployment Tool supports deployment to Windows NT/2000/XP computers. Packages that contain only custom commands might run on additional operating systems. However, installed packages are supported on Microsoft 32-bit systems only.

Installing Symantec AntiVirus Corporate Edition components

This section includes abbreviated installation instructions for the main Symantec AntiVirus Corporate Edition components. See the *Symantec AntiVirus Corporate Edition Installation Guide* for step-by-step instructions and for additional installation methods.

Installing the Symantec System Center

During installation, all Symantec System Center components are selected by default. You may deselect any components that you do not need installed.

To install the Symantec System Center

1. Insert the Symantec AntiVirus Corporate Edition CD into your CD-ROM drive.
2. In the Symantec AntiVirus Corporate Edition window, click **Install Administrator Tools** > **Install Symantec System Center**.
3. Follow the on-screen instructions.

Installing Symantec AntiVirus Corporate Edition server

If you installed the AV Server Rollout Tool, you may also install servers from the Symantec System Center.

Symantec recommends that you run the Novell client for NetWare on the computer from which Symantec AntiVirus server will be rolled out to NetWare servers.

Install Symantec AntiVirus Corporate Edition server

The methods that you use to select computers differ between Windows and NetWare computers.

To start server installation

1. Log on to any NetWare servers to which you want to install Symantec AntiVirus server.
2. Insert the Symantec AntiVirus Corporate Edition CD into the CD-ROM drive.
3. In the Symantec AntiVirus Corporate Edition window, click **Install Symantec AntiVirus** > **Deploy Antivirus Server**.

4 In the Welcome window, do one of the following:

- To install to a computer that has never had Symantec AntiVirus server installed, click **Install**, then click **Next**.
- To install to a computer that has Symantec AntiVirus server installed, click **Update**, then click **Next**.

5 Read the Symantec License and Warranty, click **I agree**, then click **Next**.

6 In the Select Items window, ensure that Server program is checked, then click **Next**.

If you plan to use the Alert Management System (AMS^2), make sure that it is checked.

7 Do the following:

- To select Microsoft Windows computers, see "To select Microsoft Windows computers" on page 5.
- To import a list of computers, see "To import a list of Windows NT/2000/XP/2003 computers" on page 5.
- To select NetWare computers, see "To select NetWare servers" on page 5.

8 Continue with "To complete server installation" on page 6.

To select Microsoft Windows computers

1 In the Select Computers window, in the left pane, double-click **Microsoft windows network**.

2 Select a server on which to install, then click **Add**.

3 Repeat steps 1 and 2 until all of the servers to which you are installing are added.

To import a list of Windows NT/2000/XP/2003 computers

1 Prepare the list of servers to import.

The list must be a text file with the IP address of each server on a separate line.

2 In the Select Computers window, click **Import**.

3 Locate and double-click the text file that contains the computer names.

During the authentication process, you may need to provide a user name and password for computers that require authentication.

4 In the Selection Summary dialog box, click **OK**.

During the authentication process, Setup checks for error conditions. You are prompted to view this information on an individual computer basis or to write the information to a log file for later viewing.

5 Select one of the following:

- Yes: Write to a log file.
  If you create a log file, it is located under C:\Winnt\Navcesrv.txt.
- No: Display the information on an individual computer basis.

To select NetWare servers

1 In the Select Computers window, in the left pane, double-click **NetWare Services**.

2 Do one of the following:

- To install to a bindery server, double-click **NetWare Servers**, then select a server (indicated by a server icon).
- To install to NDS, double-click **Novell Directory Services**, then select the SYS volume object in which you want to install Symantec AntiVirus server. (To locate a SYS volume object, double-click the tree object and continue expanding the organizational objects until you reach the organization unit that contains the SYS volume object.)

3 Click **Add**.

4 If you are installing to NDS, you are prompted to enter a container, user name, and password.

If you type an incorrect user name or password, installation will continue normally. However, when you attempt to start Symantec AntiVirus on the NetWare server, you will receive an authentication error and be prompted for the correct user name and password.

5 Repeat steps 2 through 4 until the volumes for all of the servers that you are installing to are added.

To complete server installation

1. In the Select Computers window, click **Next**.
2. In the Server Summary dialog box, do one of the following:
   - Accept the default Symantec AntiVirus Corporate Edition installation path by clicking **Next**.
   - Change the path by selecting a computer, then clicking **Change Destination**. In the Change Destination dialog box, select a destination, click **OK**, then click **Next**.
3. In the Select Symantec AntiVirus Server Group dialog box, do the following:
   - Type a name for a server group, then click **Next**.

     You will be prompted to confirm the creation of the new server group and to specify a password for the server group.
   - Select an existing server group to join, click **Next**, then type the server group password when you are prompted.
4. Select one of the following:
   - Automatic startup: On a NetWare server, you must manually load Vpstart.nlm after you install Symantec AntiVirus Corporate Edition server, but Vpstart.nlm will load automatically thereafter. (You must either create or join a server group during the installation process before this takes effect.)
   - Manual startup: On a NetWare server, you must manually load Vpstart.nlm after you install Symantec AntiVirus Corporate Edition server and every time that the server restarts. Selecting this option will have no effect on Windows NT/2000/XP/2003 computers.
5. Click **Next**.
6. In the Using the Symantec System Center Program dialog box, click **Next**.
7. Click **Finish**.
8. If any errors are reported in the Setup Progress dialog box, select a server, then click **View Errors**. Click **Close** when you are done.
9. After the software installation is complete, run Vpstart.nlm on each NetWare server to which you installed. The first time that you load Vpstart.nlm after installation, you must use the /Install switch. For example:

   Load Sys:Sav\Vpstart.nlm /Install

   You can do this at the server console or you can use RConsole or RConsoleJ if you have rights.

Warning: You need only use the /Install switch after software installation. If you use the /Install switch again, you will overwrite any current configuration settings.

Installing Symantec AntiVirus Corporate Edition clients

This document contains instructions for deploying the Symantec AntiVirus Corporate Edition client to remote 32-bit Windows NT/2000/XP/2003 computers. If you installed the NT Client Install Tool, you may also deploy clients from the Symantec System Center.

See the *Symantec AntiVirus Corporate Edition Installation Guide* for instructions for installing clients locally from the CD (32-bit and 64-bit), from a preconfigured client installation package, using Symantec Web or login script tools, or using third-party tools.

You can also use Symantec Packager to create custom client installation packages that you can deploy to 32-bit Windows NT/2000/XP computers that are connected to the network. Symantec Packager is not supported on 64-bit computers. For more information, see the *Symantec Packager Implementation Guide*.

To deploy to Windows computers from the CD

1. Insert the Symantec AntiVirus Corporate Edition CD into your CD-ROM drive.
2. In the Symantec AntiVirus Corporate Edition window, click **Install Symantec AntiVirus** > **Deploy Antivirus Client to NT/2000/XP**.
3. In the Welcome to the Client Install Utility window, click **Next**.
4. In the Select Computers window, under Available Computers, double-click **Microsoft windows network**.
5. Do the following:
   - Under Available Computers, select a computer to which you want to install the Symantec AntiVirus client.
   - Under AntiVirus Servers, select the computer that you want to act as the parent server.
6. Click **Add**.
7. Repeat steps 5 and 6 until all of the clients that you want to manage are added.

   You can reinstall to computers that are already running Symantec AntiVirus Corporate Edition. You can also import a text file to add Windows NT/ 2000/XP/2003 clients.
8. Do one of the following:
   - If you created a text file that contains IP addresses to import computers that are in non-WINS environments, continue to step 9.
   - If you did not create a text file that contains IP addresses to import computers in non-WINS environments, continue to step 11.
9. Click **Import** to import the list of computers.
10. Locate and double-click the text file that contains the computer names.

    A summary list of computers to be added to the Available Computers list appears.

    During the authentication process, you may need to provide a user name and password for computers that require authentication.
11. In the Selection Summary dialog box, click **OK**.

    During the authentication process, Setup checks for error conditions. You are prompted to view this information interactively on an individual computer basis or to write the information to a log file for later viewing.

    If you create a log file, it is located under C:\Winnt\Navcecln.txt.
12. Select one of the following:
    - Yes: Display the information.
    - No: Write to a log file.
13. Click **Finish**.

Installing Central Quarantine

The Central Quarantine is composed of the Quarantine Server and the Quarantine Console. The Quarantine Console must be installed to a computer to which you've installed the Symantec System Center. The Quarantine Server should be installed to the computer that you want to store infected files.

Install the Central Quarantine

You must install both the Quarantine Console snap-in and the Quarantine Server.

To install the Quarantine Console snap-in

1. On the computer on which the Symantec System Center is installed, insert the Symantec AntiVirus Corporate Edition CD into the CD-ROM drive.
2. In the Symantec AntiVirus Corporate Edition window, click **Install Administrator Tools** > **Install Quarantine Console**.
3. Follow the on-screen instructions.

To install the Quarantine Server

1. On the computer on which you want to install the Quarantine Server, insert the Symantec AntiVirus Corporate Edition CD into the CD-ROM drive.
2. In the Symantec AntiVirus Corporate Edition window, click **Install Administrator Tools** > **Install Central Quarantine**.
3. Follow the on-screen instructions.

Installing Symantec Packager

The installation program checks for Windows Installer 2.0. If Windows Installer 2.0 is not installed, the Symantec Packager installation program installs it.

To install Symantec Packager

1. Insert the Symantec AntiVirus Corporate Edition CD into your CD-ROM drive.
2. In the Symantec AntiVirus Corporate Edition window, click **Install Administrator Tools** > **Install Symantec Packager**.
3. Follow the on-screen instructions.

Post-installation management tasks

All management tasks are documented in the *Symantec AntiVirus Corporate Edition Administrator's Guide*.

After installation, you should:

- Create a primary server for each server group.

  In the Symantec System Center, you must assign a primary server to a server group before you can run management tasks at the server group level. A Windows NT/2000/XP/2003 or NetWare computer can be made a primary server. If you are using AMS^2, make sure that AMS^2 is installed on your primary server.
- Update virus definitions files.

  To keep you protected from the latest virus threats, Symantec Security Response releases frequent virus updates. By the time you receive your Symantec AntiVirus Corporate Edition CD, new virus definitions files will already have been released. Update your servers and clients.
- Configure Symantec AntiVirus Corporate Edition.

  Symantec AntiVirus Corporate Edition configuration for all platforms can be performed from the Symantec System Center console. Configuration settings are deployed throughout the system in real time.
- Run a virus sweep to scan all protected computers for viruses.

  If there are many computers to scan, you may want to run this operation during off-peak hours.

Key management tasks

Develop strategies to perform the following key management tasks:

- Establish policies and enforce them.

  You can lock client configuration settings such as realtime scanning to ensure that your clients remain protected from viruses. You can also password protect server groups so that changes can be made only by authorized staff. Many other options are available.
- Manage virus definitions files.

  For example, you can automate the update process so that all of your servers and clients retrieve virus definitions files at a time that you schedule or you can set up clients to check new updates on a continual basis.

  64-bit computers receive virus definitions updates files using LiveUpdate. All other methods are not supported. To ensure that each managed 64-bit computer maintains the latest virus definitions, you can use Continuous LiveUpdate to require each computer to check for updates after a specified interval has expired. For more information on using Continuous LiveUpdate, see the *Symantec Antivirus Corporate Edition Administrators Guide*.
- Control live viruses.

  For example, you can set up your servers and clients so that infected files are automatically forwarded to a central Quarantine Server. You can then choose to submit the file to Symantec Security Response for a rapid turnaround solution.
- Manage virus protection using virus history, scan history, and event log data.

  You can analyze the data for infection trends, and then take appropriate action such as setting tighter configuration options for higher risk clients. Virus history and event log data can be collected and forwarded to Symantec Enterprise Security for

more sophisticated reporting and alerting or can be exported to third-party reporting systems.

- Manage at the server group level.

  A server group is a container of servers and their clients. In the Symantec System Center, you can assign servers to a server group. Server group members can share the same Symantec product configuration settings. You can also run a Symantec product operation on all members of a server group at once.
- Manage at the client group level.

  In the Symantec System Center, you can assign clients to a client group. Client groups are logical groupings of computers within a server group. Each client group can be managed individually. By setting up client groups, you can set up and manage different policies under a single parent server.
- Manage at the server level.

  You can assign clients to a parent server during client installation. Server members can share the same Symantec product configuration settings. You can run a Symantec product operation on all members of a server at once.

What's new in this release

- Enhanced server group security: You can enhance the security that is provided by server group passwords by creating an access list that restricts inbound communication to only the IP and IPX addresses that are specified in the access list. For example, you can prevent an attacker who has access to the Symantec System Center console and a valid server group password from making unauthorized changes to the following:
  - Server and client antivirus protection settings
  - File system realtime protection settings
  - Client group member assignments
  - Primary server assignments
  - Grc.dat file distribution
  - Virus definitions file rollbacks
- Network audit: Computers on your network that do not have antivirus protection leave holes open in your network security. You can run a network audit of remote computers to determine the following:
  - Whether a Symantec AntiVirus Corporate Edition client is installed and running.
  - The type of protection, such as antivirus server, client, or unmanaged client, that is installed.
  - Whether antivirus software from other vendors or from Symantec (such as a Symantec AntiVirus consumer version) is installed on the computer. This information includes the type and version of the software.
- 64-bit computer support: The Symantec AntiVirus Corporate Edition client provides antivirus protection for supported 64-bit computers.

  For more information on system requirements, see the *Symantec AntiVirus Corporate Edition Installation Guide*.
- Windows Server 2003 support: You can install the following components to computers running Windows Server 2003:
  - Symantec AntiVirus Corporate Edition server (32-bit)
  - Quarantine Server (32-bit)
  - Symantec AntiVirus Corporate Edition client (32-bit and 64-bit)
- NetWare Secure Console support: Symantec AntiVirus Corporate Edition can be installed on NetWare servers while NetWare Secure Console is running.